

Arizona Department of Behavioral Health Services

Division of Behavioral Health Services

PROVIDER MANUAL

Section 8.4 **Quality Improvement Projects**

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8.4.1 Introduction

ADHS/DBHS is committed to establishing high quality behavioral health services. One method for achieving this is through adherence to the standards and guidelines set by the Quality Improvement System for Managed Care (QISMC). QISMC is a comprehensive quality management/utilization management approach endorsed by the Center for Medicare and Medicaid Services (CMS). For Medicaid, the QISMC standards and guidelines are used by states as tools to ensure that Medicaid managed care organizations meet the quality assurance requirements set forth in the Balanced Budget Act (BBA) of 1997. One way that ADHS/DBHS adheres to QISMC standards and guidelines and, in turn, promotes improvement in the quality of the behavioral health care provided to T/RBHA enrolled persons, is through the development and implementation of quality improvement projects (QIPs).

What are quality improvement projects (QIPs)?

A QIP is an initiative to:

- Implement system interventions to improve quality;
- Evaluate the effectiveness of system interventions; and
- Measure performance.

QIPs are designed to:

- Demonstrate and sustain improvement in significant aspects of clinical care and non-clinical services; and
- Correct significant systemic issues that come to the attention of ADHS/DBHS in part through:
 - Internal surveillance and service delivery monitoring,
 - Tracking and trending of complaints/allegations, and
 - Member and/or provider satisfaction surveys.

What QIPs are currently in progress?

Currently there are four ongoing QIPs; two projects address clinical topics and two projects address non-clinical topics.

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The two clinical Projects are:

- Reducing the Use of Seclusion and Restraint

The purpose of this project is to reduce and potentially eliminate the use of seclusion and restraint.

- Medication Management: Informed Consent for Psychotropic Medication Prescription

The purpose of this project is to affect positive clinical outcomes through increased consumer understanding, compliance and empowerment by improving the practice of obtaining and documenting informed consent from consumers/parents/legal guardians for all prescribed psychotropic medications.

The two non-clinical projects are:

- Follow –up After Hospitalization for Mental Illness

The purpose of this project is to increase the percentage of appointments, follow-ups and services within seven and 30 days of discharge from a Level I facility.

- Access to Care: Appointment Availability for Routine Assessment

The purpose of this project is to improve access to care for persons receiving behavioral health services by assuring that appointments are available for routine assessments within 7 days from the date of referral.

8.4.2: References

- [AHCCCS/ADHS Contract](#)
- [ADHS/T/RBHA Contract](#)
- [AHCCCS Medical Policy Manual, Chapter 900](#)
- [ADHS/DBHS Quality and Utilization Management Plan](#)
- [Balance Budget Act of 1997](#)

8.4.3: Scope

To Whom Does this Apply?

T/RBHA and behavioral health providers

8.4.4: Objective

To make sure that T/RBHAs and behavioral health providers understand and actively participate in the implementation of the Quality Improvement Projects (QIPs).

8.4.5: Procedures

T/RBHA subcontracted providers play an integral role in the implementation of the ADHS/DBHS Quality Improvement Projects (QIPs). Behavioral health providers may be asked to participate with any or all aspects of the QIP implementation process.

[T/RBHAs insert specific information here]